

# CITY CLERK'S OFFICE

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## DEPARTMENT MISSION STATEMENT:

To provide accurate information and public relations service in a professional manner to elected officials, the public, and our internal customers.

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The primary functions of the City Clerk's Office are to provide support to the City Council by verifying that legal notices have been posted or published, scheduling public hearings, preparing and distributing the City Council Agenda, as well as drafting complete and accurate minutes for Council approval. The Office is responsible for administering the Political Reform Act and fulfilling all legal requirements in accordance with State law. Under the Records Management Division, the Office oversees the preservation and protection of the public records thereby providing fundamental integrity to the structure of our city.

## KEY RESULTS AREAS:

### **Key Result Area:** Employee Relations

**Goal:** 70 percent of the workforce refers the City to friends and family as a rewarding place of employment by June 30, 2007.

The Office will improve communication among the entire City workforce by assisting with the dissemination of internal surveys to correctly identify issues and perceptions. Within the City Clerk's Office, employee satisfaction is currently at 100 percent with the rating consistently between good and excellent.

Resources: Within existing appropriations

**Goal:** 100 percent of the workforce has the opportunity to meet with their Directors and Assistant Directors in a safe, open setting semi-annually by June 30, 2005.

A formal meeting schedule will be established. The City Clerk has been made available to all staff members and conducts departmental staff meetings as needed throughout the year.

Resources: Within existing appropriations

**Goal:** Employee Needs Assessment is conducted bi-annually by June 30, 2005.

The needs assessment will be conducted from a different perspective other than the annual employee survey. Issues to be addressed during staff meetings range from quality of life to improving efficiency at work.

Resources: Within existing appropriations

### **Key Result Area:** Customer Service

**Goal:** 90 percent of our customers choose our services if given the choice by June 30, 2006.

The Office will prepare a survey for completion by both external and internal customers to determine where improvements may be needed. The City Clerk's Office will implement measures for improvement as needed.

Resources: Within existing appropriations

**Goal:** 80 percent of customers refer to our services as "best of class" by June 30, 2006.

Past surveys indicated an approval rate of 90 percent, so the 80 percent goal has consistently been met and surpassed. The City Clerk's Office will provide updated surveys in order to monitor ongoing needs of customers.

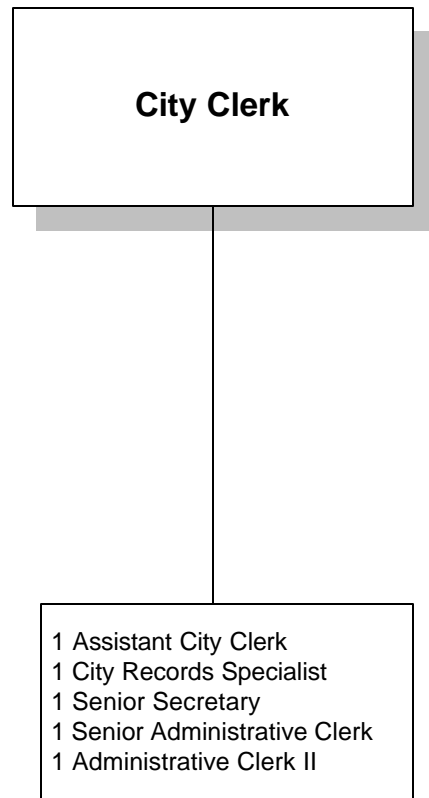
Resources: Within existing appropriations

**Goal:** Customer needs assessment is conducted bi-annually by June 30, 2005.

Conduct an assessment, through use of a survey, to determine whether services provided are meeting the needs of our customers and incorporate changes as required.

Resources: Within existing appropriations

**ORGANIZATION CHART - FY 2005**



6.00 Permanent Full-Time Equivalent Positions  
6.00 Authorized Positions

### AUTHORIZED POSITIONS SUMMARY

<b>DIVISION</b>	<b>FY 2003</b>	<b>FY 2004</b>	<b>FY 2005</b>
City Clerk	1.00	1.00	1.00
Staff	5.00	5.00	5.00
<b>TOTAL</b>	<b>6.00</b>	<b>6.00</b>	<b>6.00</b>

### DEPARTMENT FUNDING BY SOURCE

<b>Fund</b>	<b>FY 2002 Actuals</b>	<b>FY 2003 Actuals</b>	<b>FY 2004 Amended</b>	<b>FY 2005 Adopted</b>
General Fund—Support	\$ 578,600	\$ 544,000	\$ 643,200	\$ 651,300
General Fund—Other	7,800	14,800	10,500	8,700
<b>TOTAL \$</b>	<b>586,400</b>	<b>558,800</b>	<b>653,700</b>	<b>660,000</b>

### DEPARTMENT SUMMARY APPROPRIATIONS

<b>Expenditures</b>	<b>FY 2002 Actuals</b>	<b>FY 2003 Actuals</b>	<b>FY 2004 Amended</b>	<b>FY 2005 Adopted</b>
City Clerk Office	\$ 586,400	\$ 558,800	\$ 653,700	\$ 660,000
<b>TOTAL \$</b>	<b>586,400</b>	<b>558,800</b>	<b>653,700</b>	<b>660,000</b>

**BUDGET COMMENTS**

**Interdepartmental charges:** The Department's adopted budget for FY 2005 fully funds increases in interdepartmental (ID) charges and workers' compensation insurance.

**ACCOMPLISHMENTS:****Administration Division**

- The City Clerk's Office coordinates the quarterly Professionalism, Responsiveness, Innovation, Direction, and Excellence (PRIDE) program, wherein City employees are selected by their departments for outstanding effort within their units. This includes formal acknowledgment by the City Council during a regular meeting with a reception following.
  - ▶ A semiannual Employee Service Award Presentation is coordinated by the Clerk's Office to recognize those employees having worked for the City of Fresno for 10, 15, 20, 25, and more years. Resolutions of Appreciation are presented by the City Council members during an informal reception.
- Comcast airs a weekly community affairs program entitled "City in Action" which is produced by the Clerk's Office. The City Clerk's Office contacts, or is contacted by, members of local organizations, charity programs, City staff, and others, and coordinates an interview-type program wherein information is provided regarding many local events and programs.
- The City Clerk's Office continued to disseminate information as requests are received along with:
  - ▶ Preparation of City Council and Redevelopment Agency agendas/packets
  - ▶ Transcription of official minutes of weekly Council meetings
  - ▶ Confirmation and certification of Council-adopted documents, i.e., ordinances and resolutions
  - ▶ Administration of the Political Reform Act requirements
  - ▶ Projects by individual Council members
- The City Clerk's Office purchased 20 licenses, one for each department, for use with the Agendate program. The Agendate system is designed to manage the submission of Agenda items from multiple departments into one central location where the City Clerk's office will retrieve the items for placement onto the appropriate Agenda. The base Agendate system allows each department to submit an agenda item to the City Clerk's office directly. For departments choosing to use the Advance Agendate setup they can customize their internal process of submitting an agenda item. This may involve sending an item to a specific individual or department for approval prior to sending the item to the City Clerk's office. This system allows departments the ability to monitor and audit items submitted. The auditing feature tracks who submitted which items, what was changed and where the process currently is within various departments. This system will also reduce the amount of time and cost required to transmit staff reports and/or paper forms to the City Clerk's office.
- The City Clerk's Office received zero civil complaints during this Election year.

**Records Management Division**

- The City Clerk's Office has continued to maintain all records and documents on an up-to-date basis.
- During FY 2004, all records from the old off-site records center were completely relocated to a new facility. Prior to the relocation, staff from the Clerk's Office disposed of any records that had reached their destruction date and provided assistance to records staff from involved Departments to facilitate the smooth transition.